

Information Technology (IT) Manager – Senior, Infrastructure Team

SUMMARY

The Information Technology (IT) Manager – Senior is an integral member of the Infrastructure, Application Support, and Security (IAS) Section of the IT Division and is responsible for ensuring quality support of enterprise systems through day-to-day management of the Infrastructure Team. Working closely with the IT Director IAS, s/he helps to develop and manage best practices, processes, and policy to ensure alignment with Department strategy and goals. IT Manager – Senior is responsible for the supervision of Infrastructure Team members to ensure efficient operation of a highly available and secure infrastructure environment. S/he must possess strong leadership, negotiation, communication, relationship building, process-orientation, and interpersonal skills.

S/he is accountable for the day-to-day operations and actively oversees projects managed within the Infrastructure Team. This position requires the direct and indirect supervision, coaching, and guidance of a team of system/application administrators and telecom/call center administrators. In addition, the IT Manager – Senior will work directly with project managers to ensure successful delivery of select strategic Department projects under the direction of the IT Director IAS.

S/he assists the IAS Director in building and managing an effective strategy to improve the overall consistency, predictability, and efficiency of the Department's enterprise infrastructure. Working closely with the IT Director IAS, helps to define and implement detailed processes related to ITIL-based project lifecycle to ensure delivery according to plan and within budget. Must be able to effectively manage change and promote the continuous improvement to project and program management related processes and tools.

PRINCIPAL DUTIES AND RESPONSIBILITIES

- Develop, implement, and oversee strategic, comprehensive enterprise infrastructure environment to align with Department goals and objectives.
- Manage the Infrastructure Team, consisting of direct reports and indirect reports (such as individuals in managed or outsourced services). This responsibility includes hiring, training, team development, performance management, and monthly and annual reviews.
- Coordinate the use of external resources involved in the State's global infrastructure services and processes, including, but not limited to, interviewing, negotiating contracts and fees, and managing external resources and services.
- Develop, maintain, and publish up-to-date enterprise infrastructure standards and guidelines.
- Oversee the development, approval, training, and dissemination of infrastructure policies and practices.
- Manage and review infrastructure budgets and operating costs, and monitor them for variances.
- Define service level agreements (SLAs) and provide regular metrics and reporting on the current status of the infrastructure services to senior business leaders and IT customers as part of running IT as a valued partner to the business.
- Document and manage an ITIL-based control framework to ensure appropriate controls and the integrity and reliability of key business systems and services.
- Ensure that disaster recovery plans and processes are in place and tested for validity.
- Manage infrastructure incidents to minimize business impact and protect agency IT assets, including the safeguarding of confidential information.
- Monitor emerging technologies and seek opportunities to leverage benefits they may offer the business in developing the future infrastructure strategy that aligns with Department needs.
- Lead team in the management, support, and maintenance of the Department's server environment including allocated storage options.
- Lead team in the management, support, and maintenance of Department server applications.
- Lead team in the management, support, and maintenance of call center operations in a dynamically changing environment.

EDUCATION / EXPERIENCE

Bachelor's Degree MIS, Computer Science, or Technology. Five to seven years operations-related management experience as an infrastructure lead with advanced knowledge and understanding of systems design, operations, management, and support. Five to seven years in a management position in dynamic / complex environment. Seven to 10 years of experience in infrastructure design, execution, and operations. Experience with ITIL structures including best practices.

Master's Degree or another advanced degree, ITIL certification, and experience in public sector are a plus.

SKILLS

This position requires the following.

- Ability to build trust, collaboration, and teamwork in fast-paced, changing, and/or difficult situations across Departmental boundaries.
- Ability to handle multiple tasks and meet deadlines.
- Ability to influence and direct team members across various functions and levels of the organizations in order to accomplish the Department's goals and objectives.
- Ability to maintain professional composure in all situations.
- Ability to manage people in a dynamic environment.
- Ability to quickly and easily adapt to changing priorities.
- Proven knowledge of project management methodology.
- Advanced understanding of software development lifecycle methodology.
- Aptitude for leadership with demonstrated creativity, flexibility, initiative, and problem solving.
- Demonstrated high standards of ethical conduct and behaviors consistent with Departmental and government standards.
- Excellent analytical and creative problem-solving skills.
- Excellent customer service skills.
- Ability to work in a team-oriented environment, manage competing demands, resolve conflict(s), and change approach or method to best fit the situation.
- Excellent facilitation skills. Able to develop relevant meeting agendas in support of addressing clear business objectives. Capable of asking questions to generate meaningful discussion and clarify outcomes, while keeping team members and meeting schedules on track.
- Excellent interpersonal skills with proven ability to communicate technical ideas to non-technical people.
- Excellent interpersonal skills; able to approach others in a professional tactful manner, react well under pressure, accept responsibility for own actions, and follow through on commitments.
- Excellent leadership skills, with the ability to exhibit confidence in self and others; accept feedback, and give appropriate recognition.
- Excellent organizational and planning skills.
- Excellent time management skills and organization skills; able to deal with frequent change, delays, or unexpected events.
- Excellent verbal and written communication skills; able to interpret and exchange complex technical or professional information and build consensus.
- Outstanding communication skills. Able to articulate, verbally and in writing, ideas, concepts, thoughts and perspectives in a clear and concise fashion to a variety of audiences, at various levels throughout the organization.
- Proponent for change, while applying best practices in organizational change management.
- Strong leadership skills, with a focus on applying a coaching and mentoring approach to managing staff, as well as a strong customer service orientation.

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